ComStation^{CT} Flamenco

Order No. 77 0606 00

User Guide

All the reassurance you need

Tunstall

Order No. 00 8811 73

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ComStation^{CT} - User Guide, 00 8811 73, 06/2010 (Rev. 1.0)

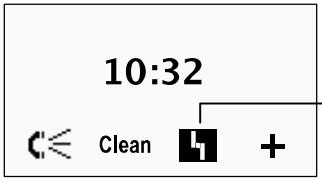
For safety

General safety rules

WARNING! The following points are for the safety of staff and patients.

- ⇨ This user guide requires you to be familiar with the procedures of hospital care service.
- ⇨ You must have gained, via appropriate measures such as training, sufficient knowledge about the operation and use of the call system. These measures have to be repeated if necessary. This user guide requires such knowledge.
- ⇨ Report all irregularities of functions, all failures and faults immediately to a technician.
- ⇨ Ensure that the connection of the ComStation^{CT} is always plugged in to the socket.
- ⇨ Never open the housing of the ComStation^{CT}. In case of a fault, return the device to the supplier.
- ⇨ Bright sunlight can impair the readability of the display. Place the ComStation^{CT} in a non-reflective location.
- ⇨ Do not relocate the ComStation^{CT}, i.e. do not connect it in another room. The ComStation^{CT} was programmed exactly for the original room. To use it at another location, it has to be reprogrammed.

When a fault is displayed



Icon means: *There is a fault!*
Press key: *Open the fault list.*

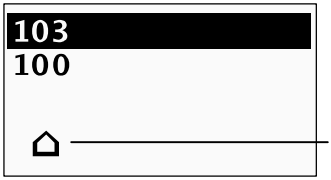
If the fault icon appears in the display, you must inform a technician immediately.

There is (at least) one fault in the call system. This means that perhaps you can no longer be called from every room. Additionally your are informed acoustically about the fault by a signal tone.

How to display the faults for your ward:

- Press the function key.

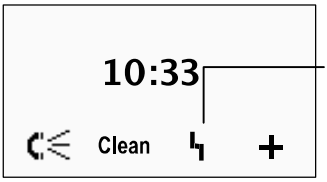
○ The fault list is displayed. All rooms with faults are listed.



Press key: *Close fault list.*

- To close the fault list press the function key.

○ The fault is still displayed but with another symbol. The signal tone for the fault is turned off.

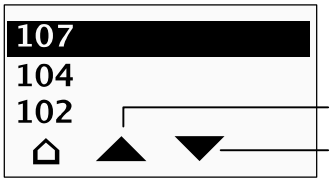


Icon means: *Fault has not yet been cleared. Fault list has already been opened.*
Press key: *Open fault list.*

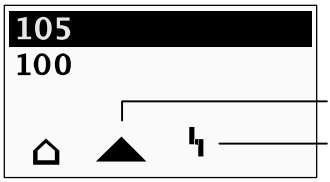
○ The fault display disappears after the fault has been cleared.

Several faults

If there are more than 3 faults scroll through the list using the ▲ and ▼ function keys.



A maximum of 8 faults can be displayed. If there are more than 8 faults in the ward, the ↳ icon is displayed at the end of the list.



Basic knowledge

Flamenco® nurse call system

Flamenco® systems are nurse call systems for hospitals and similar establishments.

A substantial prerequisite for the correct operation of the system is the staff presence message. When staff is entering the room he or she activates the staff presence button. When staff is leaving the room he or she de-activates the staff presence button.

If a patient needs help, he/she presses the call button on his/her patient handset. This call will be displayed on all ComStation^{CT} units and all ComTerminals in the ward where staff presence is activated.

The call will then be taken e.g. by the staff at the ComStation^{CT}. That means the call will be acknowledged or answered. Answering means to establish a speech connection to the calling location. The staff at the ComStation^{CT} will ask the patient about the nature of the call and decide on appropriate action. If there is no speech possibility to the calling location, the call will only be acknowledged. That means the staff member acknowledges that he or she has registered the call.

The staff goes to the calling location and provides the required help to the calling person. After help is provided, the call is cancelled when presence switch is de-activated upon leaving the room. All signals displaying the call will now be reset.

Call types and categories

The kind of assistance a patient requires can vary greatly. Thus, we differentiate various call types. It is important that you know these types of calls as they will give you a hint towards the kind of assistance the patient requires. The call types are divided into three categories: Calls, emergency calls and alarms. The call categories are distinguished by their level of urgency. Emergency calls are more urgent than calls; alarms are more urgent than emergency calls.

Call category	Call type	
Calls (low priority)	Call	A patient has raised a call or the plug has been disconnected from the connection socket.
	WC Call	A call was raised in a WC room.
	Door Call	Somebody raised a call at the entrance door.
	Telephone Call	The telephone in the duty room is ringing.
Emergency calls (medium priority)	Emergency 1 ***)**	Staff 1 have raised a call with their presence logged.
	Emergency 2 ***)**	Staff 2 have raised a call with their presence logged.
	Emergency WC	Staff have raised a WC call with their presence logged.
	Diagnostic Call	A medical monitoring device has raised a call. That can be, e.g., a monitor that has automatically raised a call when values have exceeded specified parameters.
Alarm / Code blue (high priority)	Alarm	A call is raised via a specific alarm button. Special staff (e.g. resuscitation team) are required.

***)** Exception: Calls from rooms with ComStation^{CT} and from other duty rooms are not signalled as emergency calls but only as calls (low priority).

What else you need to know

Staff groups

The medical staff can be divided into two groups (e.g. nurses and doctors). We have staff group 1 and staff group 2. Each staff group has its own presence button in the room (Staff 1 = green, Staff 2 = yellow). You have to ask your system administrator which type of staff is allocated to the respective group.

Privacy

Although it is possible to converse with rooms from the ComStation^{CT}, it is not possible to listen in on the rooms without this being noticed. The reason is, every room has a privacy function, a technical device which makes listening in impossible. This will be cancelled, if a call is raised from the room or if staff are logged as present in the room. It is also possible to manually activate the privacy function.

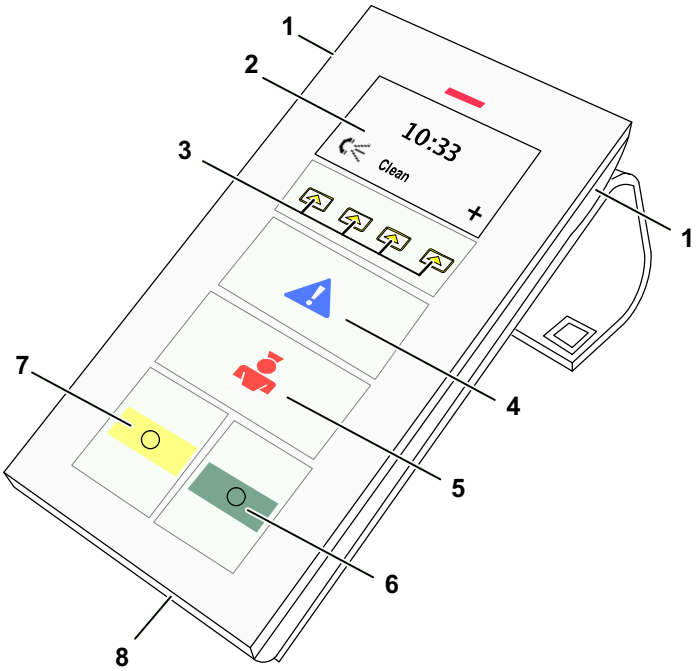
Ward coupling

During periods of low activity, two or more wards can be organisationally coupled. This means that within the coupled wards, all calls from the coupled wards will be displayed and answered.

Zones and shifts (zone nursing)

Wards can be organisationally divided into smaller entities (zones). Then the calls within one zone are only displayed and answered within that zone. The division into zones can be changed during the course of the day (shift operation).

ComStation^{CT}



1	Loudspeakers	
2	Display	
3	Four function keys:	Function refers to the associated icon in the display
4	Alarm button (blue): (if available)	Faintly illuminated for finding the button in the dark when presence is activated. Flashing brightly when an alarm was raised at the ComStation^{CT}.
5	Call button (red):	Faintly illuminated for finding the button in the dark. Flashing brightly when a call was raised at the ComStation^{CT}.
6	Presence button 1 (green):	Illuminates when presence for staff 1 is activated.
7	Presence button 2 (yellow):	Illuminates when presence for staff 2 is activated.
8	Microphone	

To log as present

Before you can use the ComStation^{CT} you have to log as present.

When entering the room

- Activate the green presence button (Staff 1) or yellow presence button (Staff 2) at the ComStation^{CT} or at a remote presence switch in the room.

O The reminder lights of all presence buttons in the room for this staff group come on.

When leaving the room

- De-activate the green presence button (Staff 1) or yellow presence button (Staff 2) at the ComStation^{CT} or at a remote presence switch in the room.

O The reminder lights of all presence buttons in the room for this staff group go out.

Activated presence buttons

- prepare the reception of calls at the ComStation^{CT},
- indicate the presence of staff in this room,
- acknowledge a fresh call in this room,
- deactivate the privacy feature for the ComStation^{CT}.

Call handling

How calls are displayed

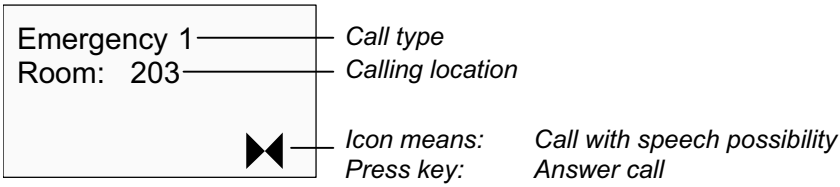
WARNING! You must have activated staff presence at the ComStation^{CT}, see page 10. Otherwise no calls will be displayed.

Calls are presented in the display of the ComStation^{CT} and an acoustic signal will sound:

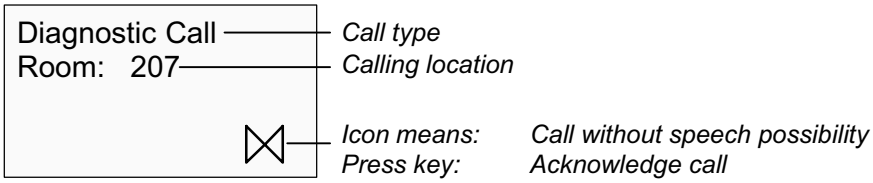
Call tone

Call category	Tone sequence
Call:	Short tone, long pause, short tone, ...
Emergency call:	Tone, pause, tone, ...
Alarm:	Long tone, short pause, long tone, ...

Call with speech possibility to the call location



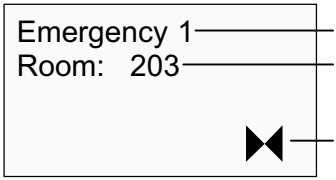
Call without speech possibility to the calling location



Answer a call with speech possibility

- Answer the call by pressing the ⋈ function key.

O A speech connection to the call location will be established. The display still shows the call.



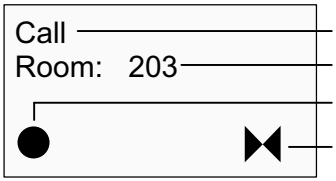
- Close the speech connection and hold the call by pressing the ⋈ function key. **1) 2)**

O The speech connection is closed.

- When leaving the room de-activate staff presence, refer to page 10.
  Go to the calling location. Provide the required help to the calling person, refer to page 14.

1) Cancel call type “Call”

For the call type “Call” - i.e. for the call from a patient - you have the possibility to directly cancel the call This is useful, if you have been able to help the patient when talking to him/her and if there is no need to go to the room itself:

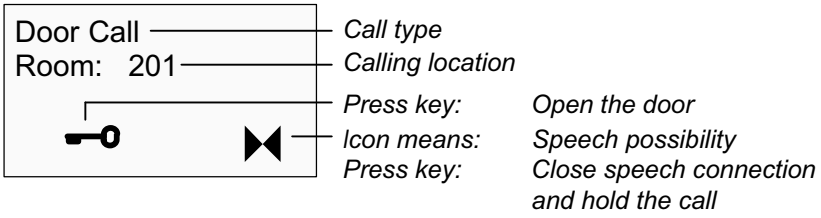


- Instead of pressing the ⋈ function key press the ● function key.

O The speech connection is closed. The call is cancelled. Call handling is completed.

[2] Special case: Door call

When handling a door call you can activate the door opening mechanism to let the person at the door in.



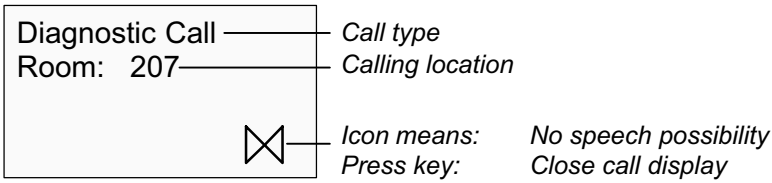
- To activate the door opening mechanism press the ⊶ function key.
- To close the speech connection to the door panel press the ⋈ function key.

O The speech connection to the door panel is closed. The door call is cancelled.

Acknowledge a call with speech possibility

- Acknowledge the call by pressing the ⋈ function key.

O The call is acknowledged. The display still shows the call.



- After you have read the text press the ⋈ function key to close the call display.

NOTE! If you don't close the call display within a programmed time frame (e.g. 60 seconds), the call display will be closed automatically.

- When leaving the room de-activate staff presence, refer to page 10.
  Go to the calling location. Provide the required help to the calling person, refer to page 14.

NOTE! If an acknowledged call is not cancelled within the programmed time frame (e.g. 3 minutes), it will be re-activated automatically.

Providing help for the caller

Your help is required in another room:

- Log-out from the current room: De-activate the presence button.
- Go to the calling location.
- Log-in at the call location: Activate the presence button.
- Provide the required help to the calling person.
- Cancelling the call:
  Automatic cancelling of calls after de-activating the presence button (except calls from WC).
  For calls from WC: Press grey cancel button in the WC area or - if function key available - press the ● function key at the ComTerminal.
- De-activate the presence button.

Calling for assistance

Raising a call

You need assistance:

- Press the red call button at the ComStation^{CT} or another call switch in the room.

- The light for the call button is brightly illuminated or is flashing brightly (ComStation^{CT}).

Raising an alarm call (if alarm button is available)

You need top priority assistance (e.g. cardiac team):

- Press the blue alarm button at the ComStation^{CT} or another alarm switch in the room.

- The light for the alarm button is brightly illuminated or is flashing brightly (ComStation^{CT}).

NOTE! To prevent false use of the alarm button, the alarm button in the ComStation^{CT} is operational only while the presence button is activated.

Ward coupling

At your ComStation^{CT}, you normally monitor only the rooms in your ward. When needed - e.g. during times with low work frequency - several wards can be coupled. All calls of the coupled wards are displayed and answered throughout the coupled wards.

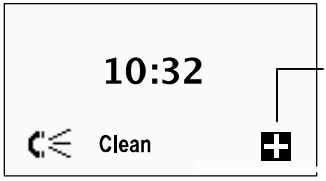
Ward coupling can be enabled by yourself or from another ComStation.

NOTE! Automatic ward coupling can be initiated when a specific call category - e.g. Alarm (code blue) - , is raised. Ask your system administrator whether this variant has been set up for your system.

Your system administrator will have set up to 8 ward coupling programmes (WCP) for you to select from. Each ward coupling programme stands for the coupling of specific wards. Ask your system administrator which wards are coupled by which ward coupling programme.

You can enable and disable these programmes. There may be other active ward coupling programmes which you cannot disable. When a ward coupling programme is active, the corresponding wards are coupled.

While one (or more) ward coupling programmes or a shift is enabled, which you can disable, the plus icon in the display is presented inverse:



Icon means: *Ward coupling programme(s) or shift enabled*

Press key: *Enable or disable a ward coupling programme or a shift*

Enable / Disable a ward coupling programme

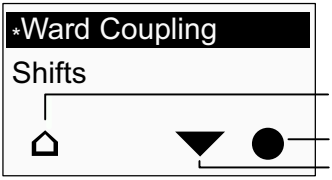
NOTE! As soon as ward coupling is enabled, the shifts in the wards involved are disabled (refer to page 19). While ward coupling is active, no shift can be enabled in the wards involved.

How to enable or disable a ward coupling programme:

Press key: *Enable or disable a ward coupling programme or a sh*

- Press the + or the ✚ function key.

- The following menu is displayed:

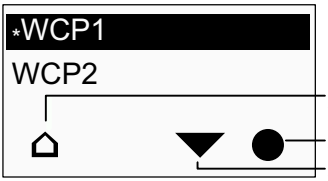


Press key: *Close operation*
Press key: *Select menu item*
Press key: *Scroll down*

If a ward coupling programme is currently enabled, which you can disable, the term „Ward Coupling“ is marked with a star.

- Press the ● function key.

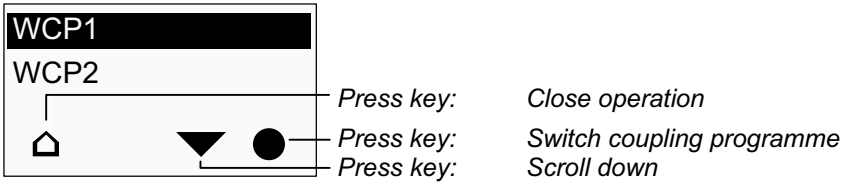
- All ward coupling programmes you can enable or disable are displayed. Enabled programmes are marked with a star.



Press key: *Close operation*
Press key: *Switch coupling programme*
Press key: *Scroll down*

- Mark the ward coupling programme you want to enable or disable by pressing the ▲ or ▼ function key.
- Press the ● function key.

O The marked ward coupling programme will be switched, i.e. an enabled programme will be disabled, a disabled programme will be enabled.



- To close the operation press the ⌂ function key twice.

Shifts

To support zone nursing Tunstall has developed the concept of zones and shifts:

Zone

A zone is a part of a ward within which calls are displayed and answered at ComStation^{CT} units and ComTerminals, with activated staff presence. Calls which are raised within the zone are not displayed in rooms of the ward which lie outside the zone. Usually, certain care staff are responsible for one zone.

Shift

The zones of a ward are not set for the long-term. The zone organisation can change. Each division of the ward into zones is classed as a “Shift“. A shift refers to the division of a ward into a maximum of 8 zones. Thus, the zones may overlap each other, i.e. certain rooms can belong to several zones.

A maximum of 8 different shifts is assigned to each ward. Using the ComStation^{CT} you choose which shift should be active.

While a shift or one (or more) ward coupling programmes are enabled, which you can disable, the plus icon in the display is presented inverse:

Icon means: *Ward coupling programme(s) or shift enabled*

Press key: *Enable or disable a ward coupling programme or a shift*

Enable / disable a shift

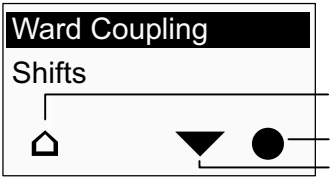
NOTE! While a ward coupling programme is enabled no shift can be enabled. The ward coupling programme has to be disabled before enabling the shift, refer to page 17.

How to enable or disable a shift:

Press key: *Enable or disable a ward coupling programme or a sh*

- Press the + or the ✚ function key.

○ The following menu is displayed:

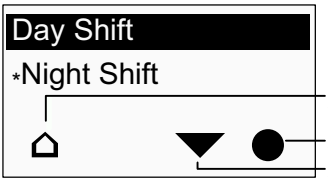


Press key: *Close operation*
Press key: *Select menu item*
Press key: *Scroll down*

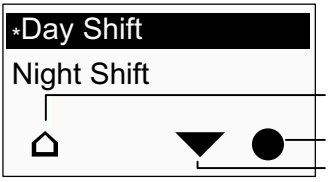
If a shift is currently enabled, which you can disable, the term „Shifts“ is marked with a star.

- Press the ▼ function key to mark “Shifts“.
- Press the ● function key.

○ All shifts you can enable or disable are displayed. An enabled shift would be marked with a star.



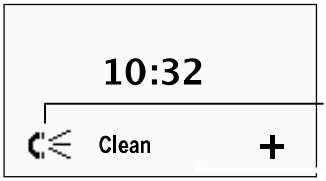
- Mark the shift you want to enable or disable by pressing the ▲ or ▼ function key.
- Press the ● function key.
- The marked shift will be switched, i.e. an enabled shift will be disabled, a disabled shift will be enabled. Note: If you enable a shift while another shift is enabled, the other shift will automatically be disabled.



- To close the operation press the ⌂ function key twice.

Privacy feature

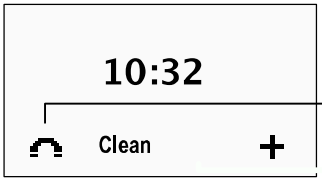
If you do not want that other persons can listen into this room via the ComStation^{CT} although staff presence is activated, you may manually activate the privacy feature:



Icon means: *Privacy is de-activated.*
Press key: *Activate privacy.*

- Press the function key.

- The display will show . (“receiver on-hook”).
  Privacy is activated.



Icon means: *Privacy is activated.*
Press key: *De-activate privacy.*

- For de-activating the privacy feature press the function key.

- The display will show: (“receiver off-hook”).
  Privacy is de-activated.

Cleaning ComStation^{CT}

Basically, ComStation^{CT} can be cleaned with a moist tissue using diluted and residue-free household cleaners or detergents. The front panel is made of glass and therefore it is absolutely waterproof. The front panel is suitable for a simple and effective wipe disinfection.

Consider the following notes:

Rear casing and desktop mount

The rear casing is made of a user-friendly plastic, but there are small openings (for cable entry, microphone, loudspeakers ...) through which water can ingress. This must not happen!

The desktop mount is made from plexiglass.

Front panel

Before you can clean the front panel you have to put the buttons out of operation to prevent faulty activations.

- Put the buttons out of operation by pressing the **Clean** function key.
- For at least 10 seconds (adjustable) the buttons are out of operation.
- Wipe the front panel.
- The buttons will automatically return to operation.

QUALITY
MANAGEMENT
SYSTEM

DQS-certified according to
DIN EN ISO 9001
Reg.-No. 56386

Reg.-No. 56386

All the reassurance you need

Tunstall

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